



PORTLAND VA MEDICAL CENTER

Our mission is to honor America's veterans by providing exceptional health care that improves their health and well-being.



NOTICE OF VACANCY

POSITION TITLE: Supervisory, IT Specialist (Customer Support)

ANNOUNCEMENT #: MP-11-0047-ML

DIVISION: Office of Information & Technology

LOCATION: Portland Division

SERIES & SALARY RANGE: GS-2210-12, Target 13

OPEN DATE: 12/20/2010

CLOSE DATE: 12/29/2010

NUMBER OF VACANCIES: 1

POSITION INFORMATION: Permanent, Full-time, Tour of duty: 8am – 4:30pm

WHO MAY APPLY:

- Portland VA Medical Center career or career conditional employees and permanent Title 38 and Title 38 Hybrid employees eligible under the interchange agreement. (See conditions of employment).

BARGAINING UNIT POSITION: NO

MAJOR DUTIES: Provides direct supervision over IT Specialists. Plans work to be accomplished by subordinates, setting priorities and scheduling completion. Performs personnel supervisory functions for subordinate employees to include: establishing performance standards, evaluating subordinates performance, administering leave, selecting employees for vacant positions, initiating disciplinary actions, approving within-grade increases, recommending awards, and hearing and resolving employee grievances. Develops quality and quantity work standards. Reviews and approves the training needs for staff members. Counsels subordinates regarding career potential and opportunities. Approves organizational expenses including over time and travel. Participates in setting and achieving EEO, Affirmative Action, and other personnel management goals and objectives. Reviews and develops improvements of business practices, and organization features and structures in order to eliminate or reduce barriers to accomplishment of work and achieve optimal use of all resources. Ensures adherence to policies and procedures for work site and safety. Establishes administrative priority for programmed workload, and coordinates over-and-above workload with the Facility CIO for additional monies, personnel, and/or contract support. Ensures the optimum operation of systems and quality of services are not compromised as new systems are integrated and upgraded into the existing architecture. Analyzes various problems basic to the organization; delegates authority as needed, and makes assignments to subordinates; and monitors accomplishment of work, including the expenditure of funds within his/her organization. Resolves problems of an unprecedented or controversial nature. Evaluates alternative methodologies for analysis, implementation, and problem solving. Implements or recommends appropriate policy and procedures for managers and end users regarding IT requirements. Attends seminars, studies journals, performs varied research to identify current trends in IT systems, hardware software and training within the organization. Makes recommendations pertaining to new software and information management developments that will enhance the facility's information systems and software programs. Recommends budget requirements for the acquisition and maintenance of IT tools for the organization

QUALIFICATIONS:

- **Eligibility:** U.S. Office of Personnel Management [Qualification Standards](#) Handbook for GS-2210. Regulatory requirements such as "time-in-grade" and "time after competitive appointment" are applicable.
- **Basic Requirements:** Must be a U.S. citizen.

For all positions individuals must have IT-related experience demonstrating each of the four competencies listed below. The employing agency is responsible for identifying the specific level of proficiency required for each competency at each grade level based on the requirements of the position being filled.

1. **Attention to Detail** - Is thorough when performing work and conscientious about attending to detail.
2. **Customer Service** - Works with clients and customers (that is, any individuals who use or receive the services or products that your work unit produces, including the general public, individuals who work in the agency, other agencies, or organizations outside the Government) to assess their needs, provide information or assistance,

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resolve their problems, or satisfy their expectations; knows about available products and services; is committed to providing quality products and services.

3. **Oral Communication** - Expresses information (for example, ideas or facts) to individuals or groups effectively, taking into account the audience and nature of the information (for example, technical, sensitive, controversial); makes clear and convincing oral presentations; listens to others, attends to nonverbal cues, and responds appropriately.
4. **Problem Solving** - Identifies problems; determines accuracy and relevance of information; uses sound judgment to generate and evaluate alternatives, and to make recommendations.

- **Specialized Experience:** At least one year of experience that equipped the applicant with the particular knowledge, skills, and abilities (KSA's) to perform successfully the duties of the position, and that is typically in or related to the position to be filled. To be creditable, specialized experience must have been equivalent to at least the next lower grade level. Specialized experience that has equipped the applicant with the particular competencies/knowledge, skills, and abilities to successfully perform the duties of the position and is typically in or related to the work of the position to be filled. Such experience is typically gained in the IT field or through the performance of work where the primary concern is IT. Specialized experience includes, but is not limited to: the ability to supervise the installation, maintenance, troubleshooting and fine-tuning of desktop computing and telecommunications resources for the Medical Center and outlying clinics. Provide oversight for the installation, configuration, troubleshooting, and maintenance of hardware and software to ensure the availability and functionality of the systems. Participate in the design, development and maintenance of one or more IT systems. Ensure that the systems are designed, maintained and operated to meet local and national standards.

- **Substitution of Education for Experience:** Generally, not applicable

- Basis for Rating: Knowledge, Skills and Abilities

On a separate sheet of paper, provide a written, detailed response to each of the KSAs. Failure to respond to the rating factors may result in your application receiving a less than desirable rating.

1. Ability to form, lead and motivate a cross-functional project team.
2. Ability to communicate clearly- both written and verbally.
3. Develop technical planning documentation to translate approved communication requirements into funded programs and projects.
4. Develop and maintains strategic plans which establish priorities and create a framework for the establishment of goals for organizational planning that supports a proactive culture.
5. Develop metrics that will be used to monitor quality, performance and compliance of a work unit.
6. Ability to charge teams, define projects and make decisions using complex and variable requirements.
7. Ability to define issues, set objectives, determines timeframes and reallocates resources such as staff in support of changing priorities.

CONDITIONS OF EMPLOYMENT:

- Although the duty station is shown in this announcement, it may be necessary to utilize the selected person's services at a different location within the Portland VA Medical Center commuting area if conditions require it in the future

- Eligible employees may be non-competitively reassigned to fill this position as an exception to merit promotion.

- Public transit subsidy benefits are available. Carpooling assistance is provided. However, single occupancy parking is limited on main Portland campus.

- This is a developmental position. If selected below the target level, employee may be promoted without further competition upon satisfactory completion of qualification and eligibility requirements.

- Employee selected must serve a one (1) year probationary period for managers/supervisors as contained in 5 USC 315, unless she/he has already served the required supervisory period.

- This agency provides reasonable accommodations to applicants with disabilities. If you need a reasonable accommodation for any part of the application and hiring process, please notify the agency. The decision on granting reasonable accommodation will be on a case-by-case basis

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- The United States Government does not discriminate in employment on the basis of race, color, religion, sex, national origin, political affiliation, sexual orientation, marital status, disability, age, membership in an employee organization, or other non-merit factor.

It is the policy of the Department of Veterans Affairs that all Federal wage and salary payments are paid to employees by Direct Deposit/Electronic Funds Transfer (DD/EFT).

HOW TO APPLY:

Application forms may be obtained in Human Resources Management Service or on our Portland VAMC internet website, <http://www.visn20.med.va.gov/Portland/mc/hr>.

Portland VAMC Permanent Internal employees:

1. [VAF 4078, Application for Promotion or Reassignment](#)
2. [VAF 4676a, Employee Supplemental Qualifications Statement](#) (due 12/29/2010)
3. [VAF 4667b, Supervisory Appraisal of Employee for Promotion](#) (due 12/29/2010)
4. Updated application; [OF 612, Optional Application for Federal Employment](#) (attach additional sheets of paper if needed for additional job experience (in same format as application)), or Resume.
5. [MPQ – Merit Promotion Questionnaire](#) is optional but recommended if you have qualifications pertaining to the position applied for but are not in your OPF.

All application packets must be received in Human Resources by Close of Business (COB) on 12/29/2010.

- Applications may be emailed to: PortlandVAJobs@va.gov Subject: MP-11-0047-ML
- Received by Fax to: 503.273.5029, ATTN: MP-11-0047-ML
- Mailed to: PO BOX 1034, Portland, OR 97207 ATTN: MP-11-0047-ML
- Brought in person to: Portland VA Medical Center at 3710 SW US Veterans Hospital Road, Portland, OR 97239, Human Resources Building 16, Room 300

Thank you for your interest in the Portland VA Medical Center, for more career opportunities please visit: [Portland VA Human Resources](#) or [USAJobs](#).

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